

Description:

Utilities Regulation is responsible for ensuring fair, just and reasonable rates for utility commodities and services to be delivered safely, reliably, and efficiently. The Commission performs this mission using four functions to oversee electric, water, railroad, gas, pipeline, and telecommunication companies.

Major Functions and Targeted Performance Standard(s) for Each Function:

1. Administration - Manage and coordinate the overall activities of the PUC to facilitate efficient management of cases.

A. Number of cases filed. FY 2002 is the base year.

Actual Results			
2000	2001	2002	2003
no history available	no history available	182	197
Projected Results			
2004	2005	2006	2007
182	182	182	182

B. Number of cases completed. FY 2002 is the base year.

Actual Results			
2000	2001	2002	2003
no history available	no history available	202	231
Projected Results			
2004	2005	2006	2007
202	202	202	202

C. Number of orders issued. FY 2002 is the base year.

Actual Results			
2000	2001	2002	2003
no history available	no history available	299	206
Projected Results			
2004	2005	2006	2007
299	299	299	299

2. Administration - Make information about the PUC cases and activities easily accessible.

A. Number of notices issued. FY 2002 is the base year.

Actual Results			
2000	2001	2002	2003
no history available	no history available	47	49
Projected Results			
2004	2005	2006	2007
47	47	47	47

B. Number of press releases issued. FY 2002 is the base year.

Actual Results			
2000	2001	2002	2003
no history available	no history available	80	66
Projected Results			
2004	2005	2006	2007
80	80	80	80

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C. Number of workshops and formal public hearings held. FY 2002 is the base year.

Actual Results			
2000	2001	2002	2003
no history available	no history available	68	28
Projected Results			
2004	2005	2006	2007
68	68	68	68

D. Average number of visits per day on PUC's website. FY 2002 is the base year.

Actual Results			
2000	2001	2002	2003
no history available	no history available	300	238
Projected Results			
2004	2005	2006	2007
300	300	300	300

- Utilities - Assign, investigate and process all applications and investigations requests received by the Commission.

A. Number of formal cases initiated by commission. FY 2002 is the base year.

Actual Results			
2000	2001	2002	2003
no history available	no history available	10	25
Projected Results			
2004	2005	2006	2007
10	10	10	10

B. Number of informal tariff changes processed. FY 2002 is the base year.

Actual Results			
2000	2001	2002	2003
no history available	no history available	517	469
Projected Results			
2004	2005	2006	2007
493	493	493	493

C. Number of cases overturned by the Idaho Supreme Court. FY 2002 is the base year.

Actual Results			
2000	2001	2002	2003
no history available	no history available	0	0
Projected Results			
2004	2005	2006	2007
0	0	0	0

- Utilities - Monitor utility company by performing routine audits, maintaining complaint statistics and initiating formal complaint investigations.

A. Number of audits completed. FY 2002 is the base year.

Actual Results			
2000	2001	2002	2003
20	22	27	26
Projected Results			
2004	2005	2006	2007
14	14	14	14

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B. Number of formal complaint investigations initiated. FY 2002 is the base year.

Actual Results			
2000	2001	2002	2003
no history available	no history available	5	10
Projected Results			
2004	2005	2006	2007
5	5	5	5

C. Number of complaints/inquiries received by the commission. FY 2002 is the base year.

Actual Results			
2000	2001	2002	2003
no history available	no history available	6,881	4,708
Projected Results			
2004	2005	2006	2007
5,000	5,000	5,000	5,000

5. Utilities - Encourage expansion of utility services within the state to make access to these services available to all citizens where economically feasible.

A. Number of applications received for new services area certificates or expansion of existing certificates. FY 2002 is the base year.

Actual Results			
2000	2001	2002	2003
no history available	no history available	17	14
Projected Results			
2004	2005	2006	2007
17	17	17	17

B. Number of complaints received regarding denial of service due to lack of infrastructure. FY 2002 is the base year.

Actual Results			
2000	2001	2002	2003
no history available	no history available	35	21
Projected Results			
2004	2005	2006	2007
20	20	20	20

C. Number of orders issued authorizing service into previously unserved areas. FY 2002 is the base year.

Actual Results			
2000	2001	2002	2003
no history available	no history available	4	5
Projected Results			
2004	2005	2006	2007
4	4	4	4

D. Number of customers served compared with number from previous year. FY 2002 is the base year. Actuals and projections available next year.

Actual Results			
2000	2001	2002	2003
no history available	no history available	1.6 million	.022 Million
Projected Results			
2004	2005	2006	2007
0	0	0	0

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6. Utilities - Sponsor informal workshops etc. to facilitate discussions and collaborative processes to foster free and open discussions of issues etc.

A. Number of informal workshops and settlement conferences held. (Not related to formal cases) FY 2002 is the base year.

Actual Results			
2000	2001	2002	2003
no history available	no history available	3	4
Projected Results			
2004	2005	2006	2007
3	3	3	3

7. Utilities - Use Non-Litigation based strategies to resolve consumer complaints.

A. Number of complaints resolved informally using arbitration, meditation, and conciliation. FY 2002 is the base year.

Actual Results			
2000	2001	2002	2003
no history available	no history available	5,269	3,548
Projected Results			
2004	2005	2006	2007
3,500	3,500	3,500	3,500

8. Utilities - Investigate and resolve consumer complaints within an average of ten working days.

A. Number of informal complaints. FY 2002 is the base year.

Actual Results			
2000	2001	2002	2003
no history available	no history available	5,301	3,581
Projected Results			
2004	2005	2006	2007
3,600	3,600	3,600	3,600

B. Number of informal complaints investigated. FY 2002 is the base year.

Actual Results			
2000	2001	2002	2003
no history available	no history available	3,562	2,509
Projected Results			
2004	2005	2006	2007
2,500	2,500	2,500	2,500

C. Percent of complaints where commission reversed or modified the company's actions. FY 2002 is the base year.

Actual Results			
2000	2001	2002	2003
no history available	no history available	40	41
Projected Results			
2004	2005	2006	2007
40	40	40	40

D. Average number of days to resolve complaints

Actual Results			
2000	2001	2002	2003
3.3	4.2	6.0	6.0
Projected Results			
2004	2005	2006	2007
6.0	6.0	6.0	6.0

E. Number of enforcement actions taken. FY 2002 is the base year.

Actual Results			
2000	2001	2002	2003
no history available	no history available	1	1
Projected Results			
2004	2005	2006	2007
1	1	1	1

F. Number of rulemaking proceedings. FY 2002 is the base year.

Actual Results			
2000	2001	2002	2003
no history available	no history available	1	1
Projected Results			
2004	2005	2006	2007
1	1	1	1

9. Pipeline Safety - Establish a pipeline safety section within the Commission, recruit and train employees, and establish inspection goals.

A. Number of hours of training provided to employees. FY 2002 is the base year.

Actual Results			
2000	2001	2002	2003
no history available	no history available	232	250
Projected Results			
2004	2005	2006	2007
80	80	80	80

B. Number of on-site visits to gas system operators' facilities. FY 2002 is the base year.

Actual Results			
2000	2001	2002	2003
no history available	no history available	40	80
Projected Results			
2004	2005	2006	2007
80	80	80	80

C. Number of inspections complete. (Once program is established.) FY 2002 is the base year.

Actual Results			
2000	2001	2002	2003
no history available	no history available	40	40
Projected Results			
2004	2005	2006	2007
55	55	55	55

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10. Railroad Safety and Abandonment - Inspect rail crossings and clearances for compliance with rules and regulations based on complaints, accident investigations, and scheduled inspection.

A. Number of rail crossings and clearances inspected.

Actual Results			
2000	2001	2002	2003
112	135	199	30
Projected Results			
2004	2005	2006	2007
130	130	130	130

B. Number of complaints investigated regarding railroad crossing maintenance and deficiencies. FY 2002 is the base year. This standard is extremely difficult to project.

Actual Results			
2000	2001	2002	2003
no history available	25	33	35
Projected Results			
2004	2005	2006	2007
-	-	-	-

C. Number of crossing maintenance deficiencies corrected. FY 2002 is the base year. This standard is extremely difficult to project.

Actual Results			
2000	2001	2002	2003
no history available	no history available	28	33
Projected Results			
2004	2005	2006	2007
-	-	-	-

D. Number of railroad crossing inspections/accident investigations and evaluations.

Actual Results			
2000	2001	2002	2003
46	32	33	8
Projected Results			
2004	2005	2006	2007
35	35	35	35

11. Railroad Safety and Abandonment - Ensure safe transportation of hazardous materials by monitoring compliance with State and Federal Regulations.

A. Number of rail hazmat inspections. FY 2002 is the base year.

Actual Results			
2000	2001	2002	2003
no history available	456	685	1229
Projected Results			
2004	2005	2006	2007
957	957	957	957

B. Number of rail hazmat violations found. FY 2002 is the base year.

Actual Results			
2000	2001	2002	2003
no history available	5	21	103
Projected Results			
2004	2005	2006	2007
75	75	75	75

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12. Railroad Safety and Abandonment - Represent the state of Idaho in rail line abandonment's before the Surface Transportation Board by providing investigations, public hearings, and, if necessary, court appeals.

A. Number of abandonment's investigated. FY 2002 is the base year. Actuals and projections available next year.

Actual Results			
2000	2001	2002	2003
no history available	1	0	0
Projected Results			
2004	2005	2006	2007
0	0	0	0

B. Number of cases brought before the Surface Transportation Board. FY 2002 is the base year. Actuals and projections available next year.

Actual Results			
2000	2001	2002	2003
no history available	no history available	0	0
Projected Results			
2004	2005	2006	2007
0	0	0	0

Program Results and Effect:

This function manages all information received, handled, or published by the IPUC. It supports the Legislative and Executive branches of state government with analysis and information on utility, pipeline, and railroad matters.

Utilities: The function, through audits, investigations, and statistical comparisons, ensures the citizens of Idaho are charged just and reasonable rates for utility commodities and services that are non-discriminatory and are delivered safely, reliably and efficiently.

Pipeline Safety: This function serves the citizens of Idaho by ensuring that all jurisdictional gas system operators operate safely through compliance with State and Federal Safety Regulations.

Railroad Safety and Abandonment: This function ensures carriers comply with State and Federal safety regulation regarding crossings, clearances and hazardous materials. It also determines whether or not it is in the public's interest to represent the State in various rail line abandonment cases.

All functions use FY 2002 as the year for collecting base data on all performance standards.

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